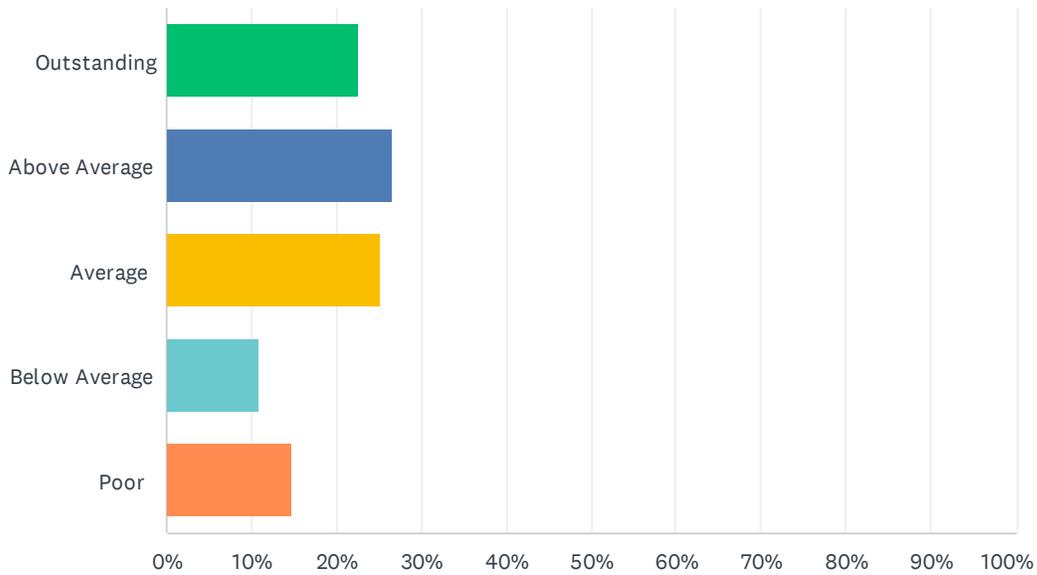


Q1 How would you rate your overall experience today?

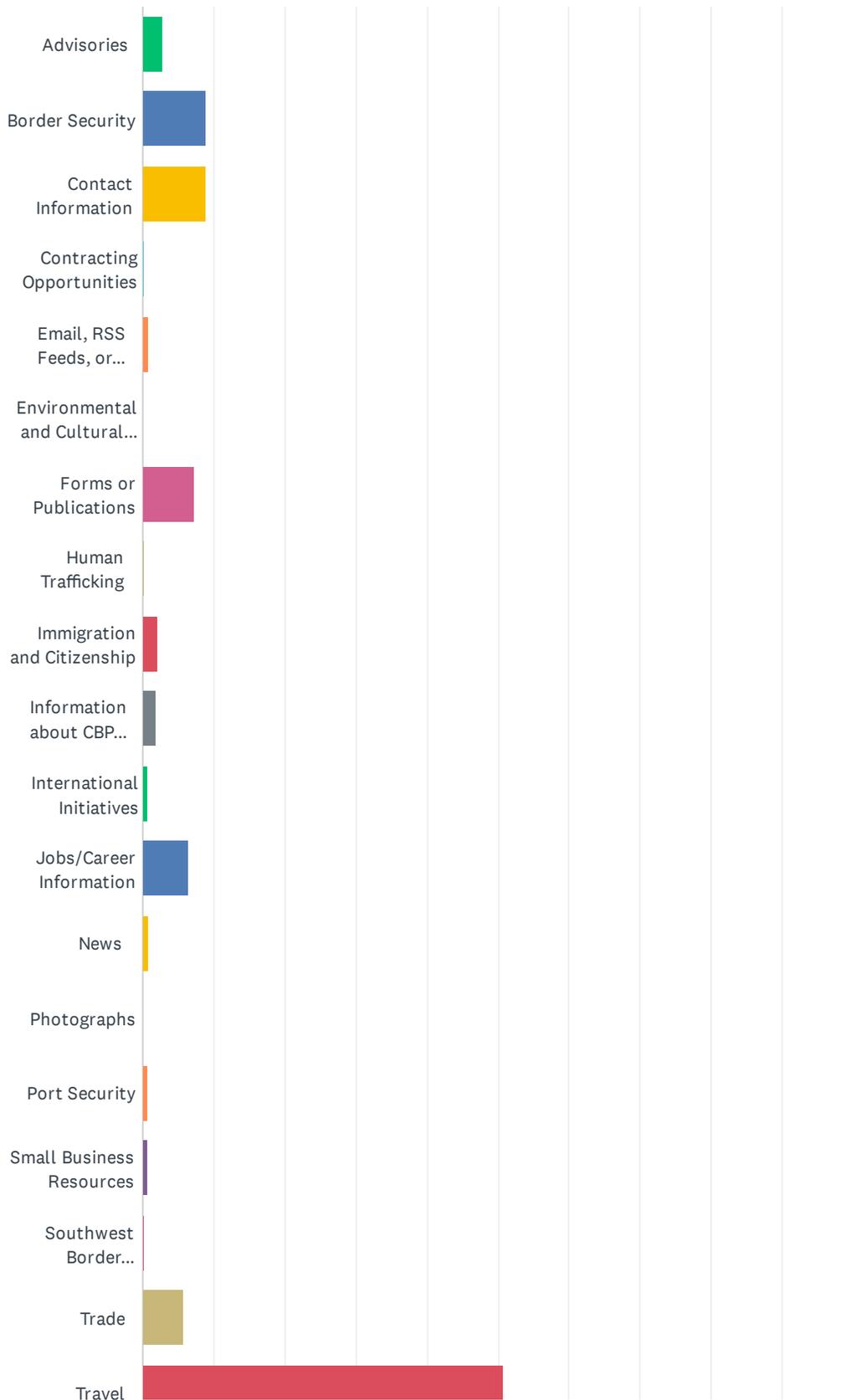
Answered: 2,575 Skipped: 0



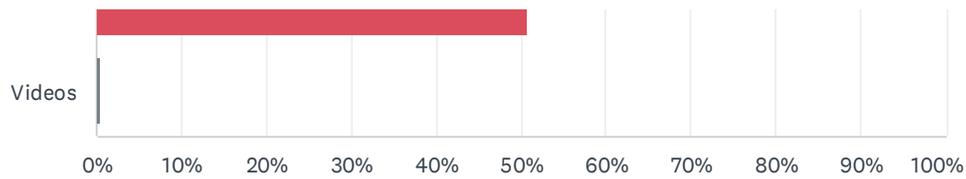
ANSWER CHOICES	RESPONSES	
Outstanding	22.52%	580
Above Average	26.64%	686
Average	25.24%	650
Below Average	10.83%	279
Poor	14.76%	380
TOTAL		2,575

Q2 What information were you looking for today?

Answered: 2,575 Skipped: 0



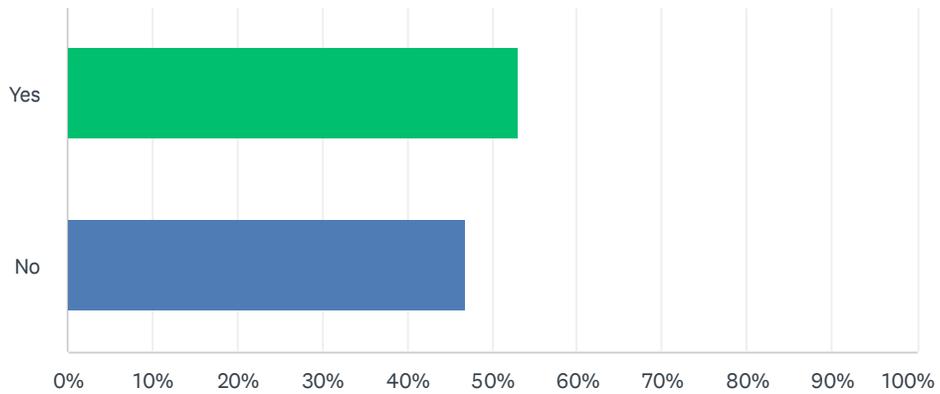
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	2.87%	74
Border Security	9.01%	232
Contact Information	9.05%	233
Contracting Opportunities	0.23%	6
Email, RSS Feeds, or Subscription Services	0.89%	23
Environmental and Cultural Stewardship	0.00%	0
Forms or Publications	7.34%	189
Human Trafficking	0.16%	4
Immigration and Citizenship	2.17%	56
Information about CBP (leadership, history, etc.)	1.83%	47
International Initiatives	0.74%	19
Jobs/Career Information	6.33%	163
News	0.93%	24
Photographs	0.04%	1
Port Security	0.62%	16
Small Business Resources	0.66%	17
Southwest Border Unaccompanied Alien Children/Family Unit	0.16%	4
Trade	5.79%	149
Travel	50.83%	1,309
Videos	0.35%	9
TOTAL		2,575

Q3 Were you able to complete the purpose of your visit?

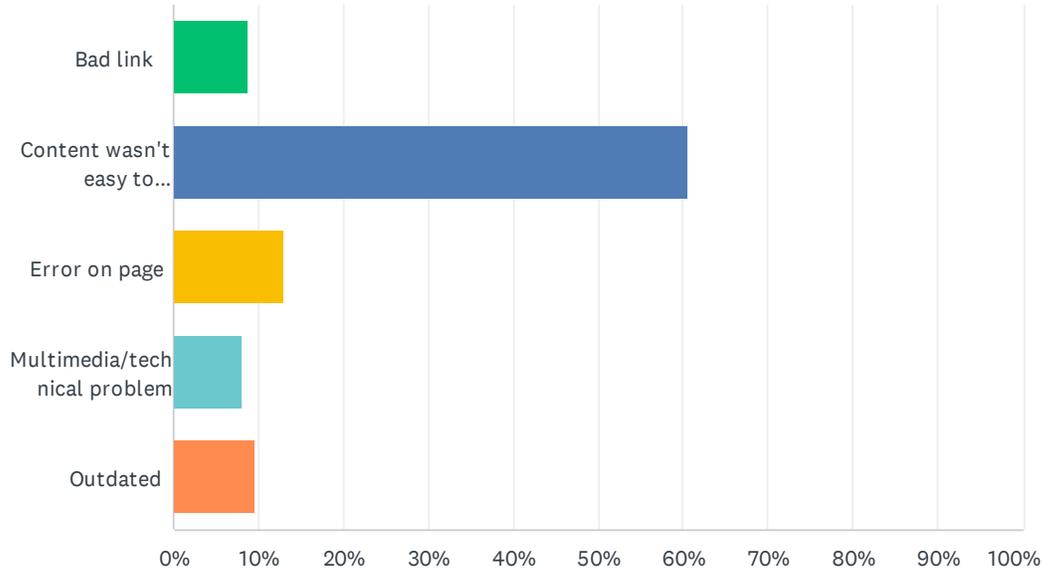
Answered: 2,575 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	53.17%	1,369
No	46.83%	1,206
TOTAL		2,575

Q4 If you answered "No" to question 3, please select the option that best describes your difficulty.

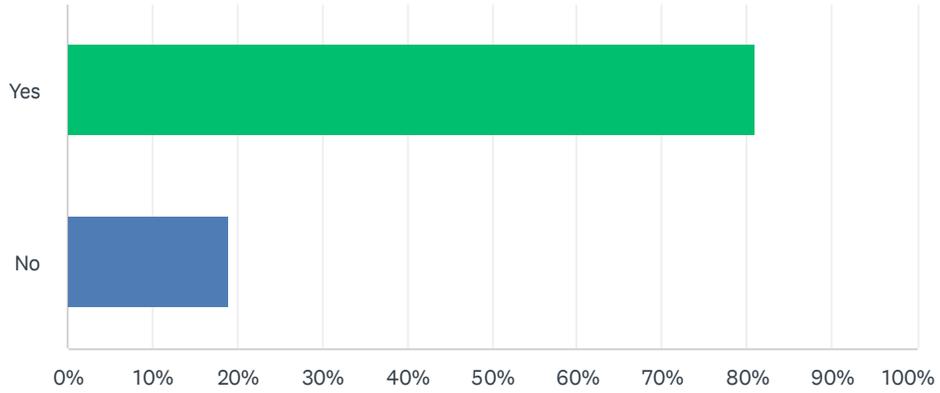
Answered: 1,190 Skipped: 1,385



ANSWER CHOICES	RESPONSES	
Bad link	8.66%	103
Content wasn't easy to understand	60.59%	721
Error on page	13.11%	156
Multimedia/technical problem	8.15%	97
Outdated	9.50%	113
TOTAL		1,190

Q5 Would you still return to this website if you could get this information or service from another source?

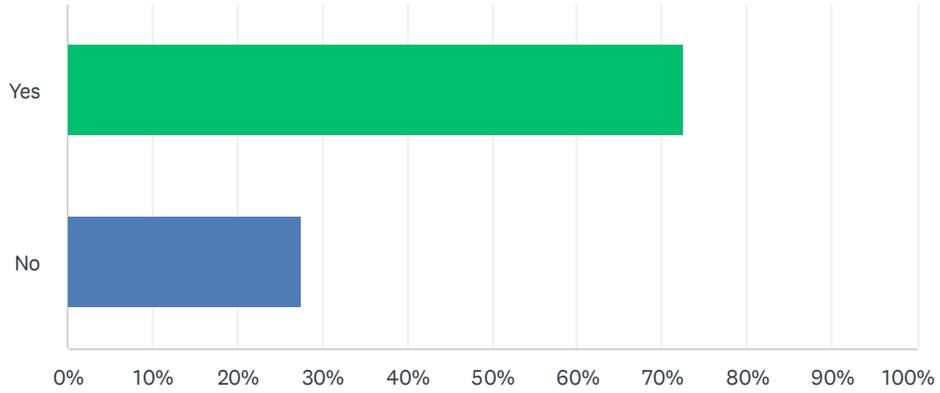
Answered: 2,575 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	80.97%	2,085
No	19.03%	490
TOTAL		2,575

Q6 Will you recommend this website if you could get this information or service from another source?

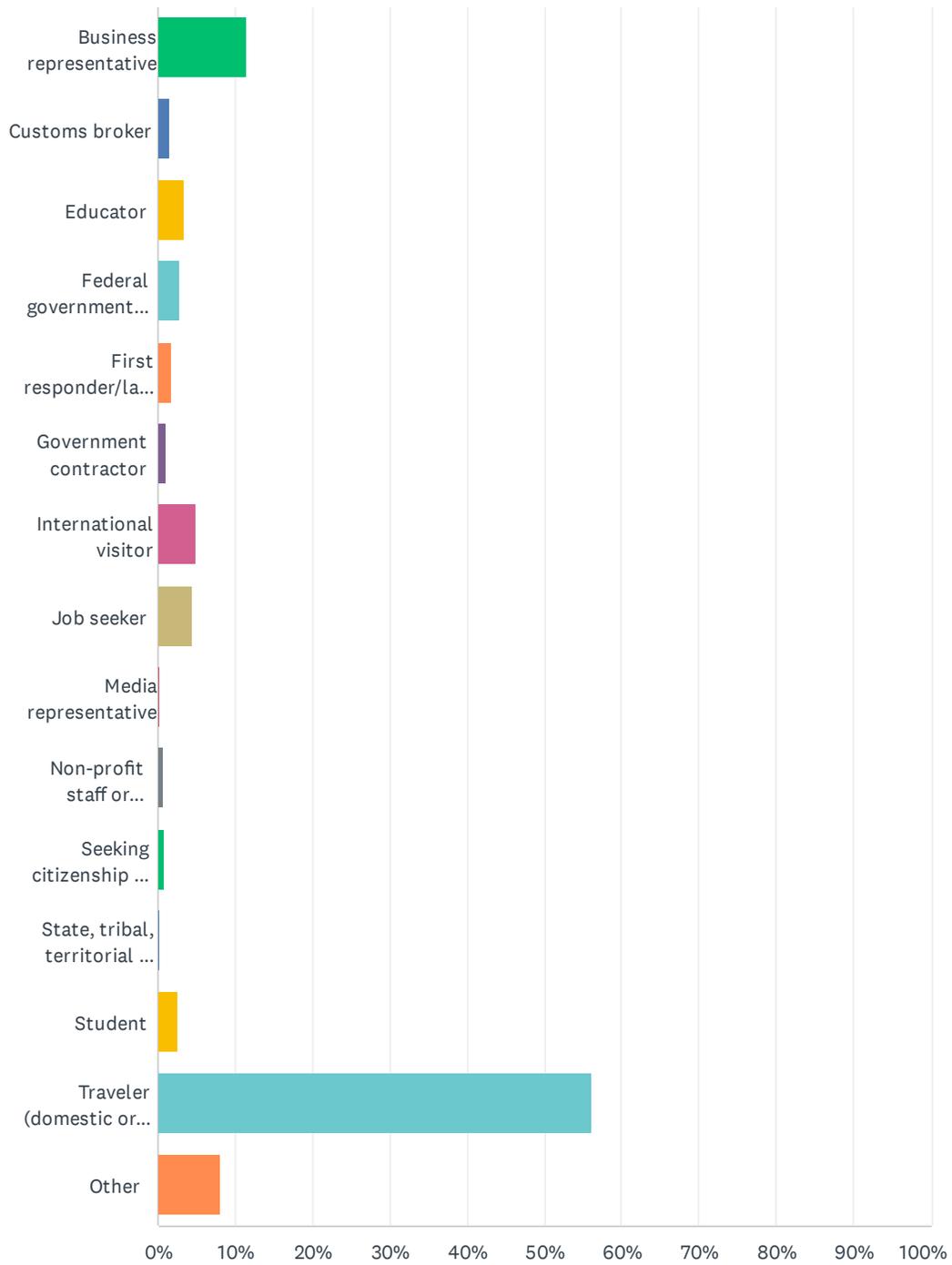
Answered: 2,575 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	72.54%	1,868
No	27.46%	707
TOTAL		2,575

Q7 Which of the following best describes you?

Answered: 2,575 Skipped: 0

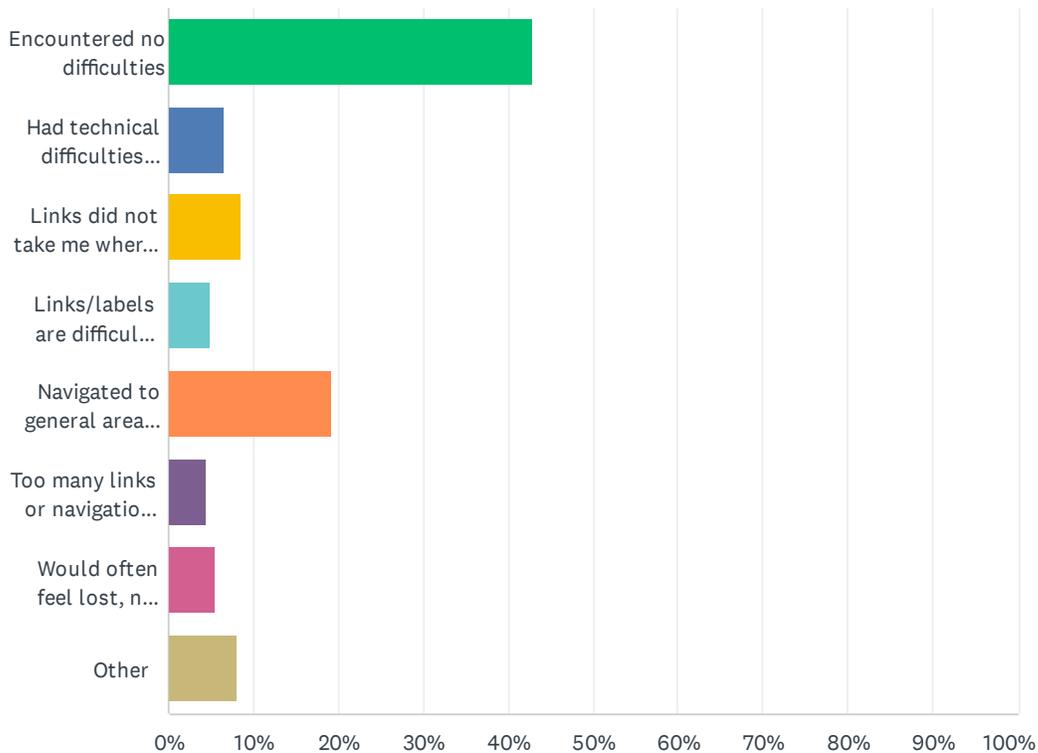


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	11.61%	299
Customs broker	1.44%	37
Educator	3.42%	88
Federal government employee	2.68%	69
First responder/law enforcement official	1.79%	46
Government contractor	1.05%	27
International visitor	4.85%	125
Job seeker	4.39%	113
Media representative	0.31%	8
Non-profit staff or volunteer	0.62%	16
Seeking citizenship or immigration information	0.82%	21
State, tribal, territorial or local government representative	0.27%	7
Student	2.64%	68
Traveler (domestic or international)	56.08%	1,444
Other	8.04%	207
TOTAL		2,575

Q8 Please describe your experience finding your way around today.

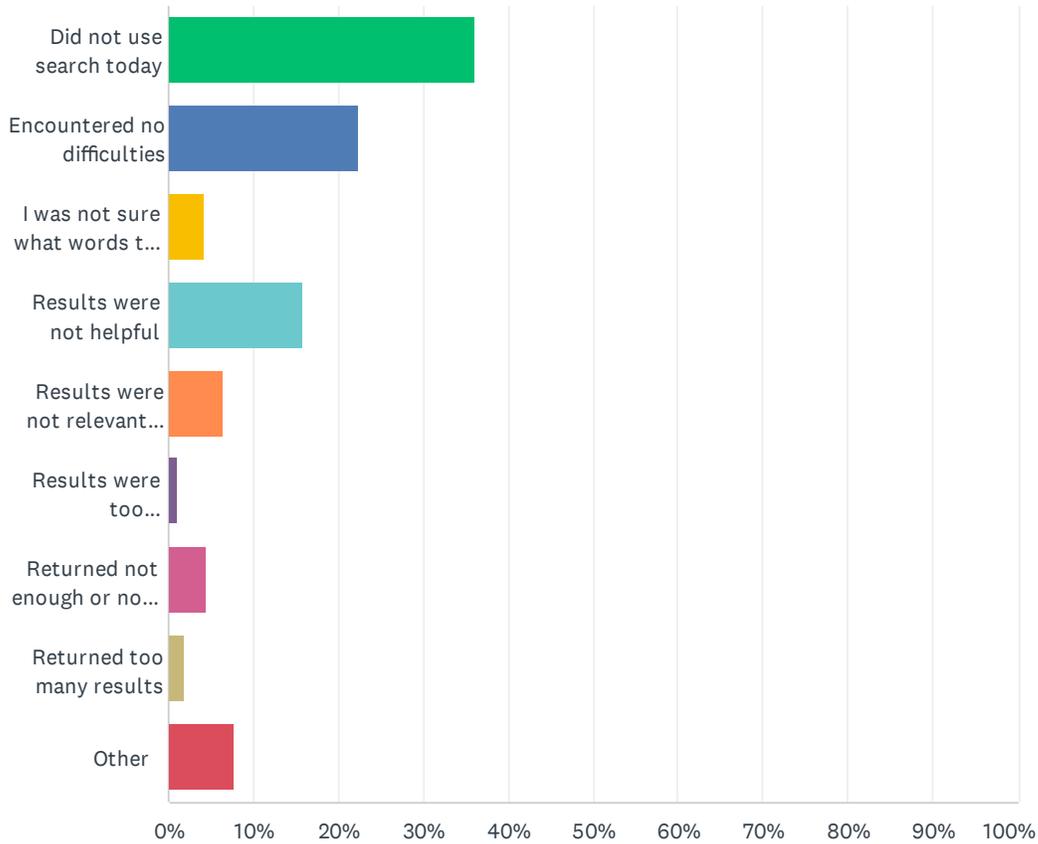
Answered: 2,575 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	42.83%	1,103
Had technical difficulties (e.g. error messages, broken links)	6.64%	171
Links did not take me where I expected	8.47%	218
Links/labels are difficult to understand, they are not intuitive	5.01%	129
Navigated to general area but couldn't find the specific content needed	19.11%	492
Too many links or navigational choices	4.43%	114
Would often feel lost, not know where I was	5.48%	141
Other	8.04%	207
TOTAL		2,575

Q9 How was your experience using our site search?

Answered: 2,575 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	36.08%	929
Encountered no difficulties	22.29%	574
I was not sure what words to use in my search	4.27%	110
Results were not helpful	15.88%	409
Results were not relevant to my search terms or needs	6.41%	165
Results were too similar/redundant	1.09%	28
Returned not enough or no results	4.50%	116
Returned too many results	1.90%	49
Other	7.57%	195
TOTAL		2,575